



*Washington*  
**Secretary of State**  
**SAM REED**

PRODUCTIVITY BOARD  
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**AGENDA**

**WASHINGTON STATE PRODUCTIVITY BOARD**

Office of the Secretary of State  
Legislative Building  
October 1, 2010  
10:00 – 11:00 AM

- Welcome & Introductions – Board members, staff and audience
- Approval or Correction of Minutes (*September 3, 2010*)
- Monthly Staff Update --Tracy Workman
- Employee Suggestion Adopts  
--Reviewer: Martin Casey
- Employee Suggestion Non-Adopts  
--Reviewer: Scott Turner
- Adjournment

*\*If you have questions regarding the Employee Suggestions please contact Shad Bell at 360.704.5212.*



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**Productivity Board Meeting Minutes**  
September 3, 2010

**WELCOME & INTRODUCTIONS**

Sam Reed called the meeting to order at 10:00 a.m., welcomed all in attendance and began the round of introductions of board members, staff and guests.

**ATTENDANCE**

**Board Members present:** Sam Reed, Brian Sonntag, Martin Casey, George Masten, Rich Tomsinski and Scott Turner

**Board Members absent:** Kathy Goebel, Mike Kerschbaum and Wanda Riley

**Staff present:** Shad Bell, Dawn Sanquist and Tracy Workman

**APPROVAL OF MINUTES**

The Board reviewed, moved, seconded, and voted unanimously to approve the August 13, 2010 minutes as written.

**MONTHLY UPDATE**

Tracy Workman reported that the planning for Public Service Recognition Week 2011 is underway. Dawn Sanquist is working on letters to agency directors and higher education presidents asking them for a representative.

Shad Bell and Dawn met with the new Labor & Industries Coordinator and she's already started cleaning up some of their old suggestions.

Tracy said that she and Sam Reed are going to start visiting agency directors again. This month there are meetings scheduled with the director's from Fish and Wildlife and Revenue.

There is a new Productivity Board staff member, Linnaea Jablonski, who starts October 1<sup>st</sup>, which will be the next board meeting. Linnaea's first task will be revamping the Productivity Board Coordinator and Employee Suggestion Evaluator trainings.

These trainings will provide an in-depth view of the Employee Suggestion and Teamwork Incentive Programs and emphasize marketing. It also gives coordinators an opportunity to hear what other coordinators are doing within their respective agencies. An online version will also be posted on the Productivity Board's website for those who cannot attend the group trainings.

### **EMPLOYEE SUGGESTION ADOPTS**

George Masten reported that he concurred with the agency evaluations and recommended approval. It was moved, seconded, and *the board voted unanimously to accept agency recommendations.*

### **EMPLOYEE SUGGESTION NON-ADOPTS**

Rich Tomsinski reported that he concurred with the agency evaluations and recommended approval: It was moved, seconded, and *the Board voted unanimously to accept agency recommendations.*

### **NEXT BOARD MEETING**

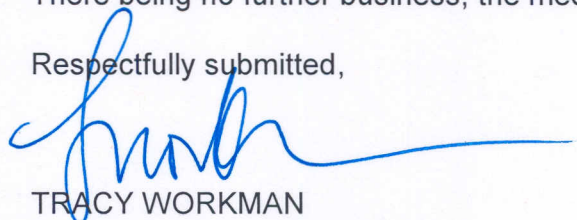
The next Board meeting is scheduled for October 1, 2010 in the Office of the Secretary of State, Legislative Building at 10:00 AM.

- **Reminder:** The reviewers for October are Martin Casey and Scott Turner. *Reviewers will also review any Appeals and Teamwork Incentive Program applications presented.*

### **ADJOURNMENT**

There being no further business, the meeting was adjourned at 10:14 a.m.

Respectfully submitted,



TRACY WORKMAN  
Special Programs Manager  
TW/ds 09/07/10

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# **Washington State Productivity Board**

## **ADOPT REPORT**

October, 2010



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### Administrative Hearings

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<i>Suggestion Number</i>	<i>Suggester Name:</i>	<i>City:</i>	<i>Award:</i>
<i>Entry Date:</i>	Linda Petrie	Spokane	\$2,600.00
200500096	Marie Palachuk	Spokane	\$2,600.00
Jun2005			

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*Savings/Desc* \$52,000.00

*Suggestion:* The Office of Administrative Hearings (OAH) should discontinue sending copies of statutory and regulatory authority to Employment Security Department (ESD) to all parties involved and their representatives.

*Evaluation:* OAH enthusiastically supports elimination of attachments with administrative orders. This was a significant process improvement and eliminated a task which did little to benefit the parties who appear in our hearings. This suggestion will have a first year savings of \$52,000.

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### Department of Agriculture

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<i>Suggestion Number</i>	<i>Suggester Name:</i>	<i>City:</i>	<i>Award:</i>
<i>Entry Date:</i>	Erik Johansen	Olympia	Recognition
200900044			
Jan2009			

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*Savings/Desc* Recognition

*Suggestion:* The Department of Agriculture (AGR) should verify that companies distributing pesticides in Washington are registered with the Secretary of State (OSOS) and/or licensed with the Department of Licensing (DOL) to make sure they are paying the applicable hazardous materials tax to the Department of Revenue (DOR).

*Evaluation:* Modified adopt. AGR has placed this suggestion into action in three phases: an informational website update, a revision to pesticide application forms providing information about additional registration and licensing requirements, and a revision to the pesticide application requesting information from the company regarding its status with OSOS and/or DOL. While this suggestion does not provide additional revenue or savings to AGR, it will provide another level of service to the public.

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### Department of Social & Health Services

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<i>Suggestion Number</i>	<i>Suggester Name:</i>	<i>City:</i>	<i>Award:</i>
<i>Entry Date:</i> 200900397 Sep2009	Melvin Weaver	Tacoma	\$200.00
<i>Savings/Desc</i>	\$331,185.00		
<i>Suggestion:</i>	The Department of Social and Health Services should eliminate the two copies of the PROF-01 report and change the run date from monthly to quarterly.		
<i>Evaluation:</i>	We support this recommendation as transcripts are available electronically on demand. Currently, staff development receives a stack of printouts monthly. One for every employee in our system, these are hand sorted, placed into addressed mailers and mailed to every employee – every month. This is a very time consuming, resource intensive process. Switching to quarterly and eventually eliminating this process altogether will result in a first year savings of \$331,184.76. Since this suggestion is within the suggester's job duties, a recognition award of \$200 is recommended.		

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### Department of Transportation

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<i>Suggestion Number</i>	<i>Suggester Name:</i>	<i>City:</i>	<i>Award:</i>
<i>Entry Date:</i> 201000041 Feb2010	Jeanne Moore	Yakima	\$120.00
<i>Savings/Desc</i>	\$1,200.00		
<i>Suggestion:</i>	The Department of Transportation (DOT) should stop sending out copies of permits/franchises by mail or office routing and to start sending them only via email.		
<i>Evaluation:</i>	Modified adopt. This suggestion will result in a substantial reduction in cost for the Utility office. This is an accepted step in the direction of going electronic with our file management and distribution. It reduces the use of state resources and the instances of misplaced or lost in route hard copies. For the purpose of this suggestion, DOT can only recommend implementation for the individual region (South Central). Transition by other regions will be encouraged but may take time. South Central region is ready to implement as of August 12, 2010 and will have a first year savings of \$1,200. Since this suggestion does not fall within the suggester's job duties, a 10% recognition award is recommended.		

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### Department of Transportation

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<i>Suggestion Number</i>	<i>Suggester Name:</i>	<i>City:</i>	<i>Award:</i>
<i>Entry Date:</i>	Tom Baker	Olympia	\$100.00
201000167	Charleen Emmons	Olympia	\$100.00

May2010

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*Savings/Desc* \$450.00

*Suggestion:* The Department of Transportation (DOT) should stop the requirement of providing a photocopy of the tongue of boots to prove that they meet safety standards and change the form instead so that when the supervisor signs they are indicating that the boots meet the standards.

*Evaluation:* The Accounting and Financial Services Division and the Safety Office started a dialogue on this issue in April 2010. The Safety Office is modifying its safety manual procedures for safety boot purchases to require the supervisor include a written statement on the invoice voucher specifying the boots purchased meet the appropriate safety standards. DOT estimates a first year cost savings of \$450.00. Since this falls within the suggester's job duties, a \$100 recognition award is granted to each of the suggesters.



# **Washington State Productivity Board**

## **NON-ADOPT REPORT**

October, 2010



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### Central Washington University

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*Suggestion Number*      *Entry Date:*

201000201      Jun2010

*Suggestion:*      Central Washington University (CWU) should develop a comprehensive Wellness Program which would include one place where health and fitness information be centrally organized for easy access by staff.

*Evaluation:*      Not a new idea. CWU maintains the "Healthy Living" website which includes links to the University Recreation Center, Washington Wellness, Shape Up Kittitas County, and the Federal Department of Health and Human Services Division of Nutrition, Physical Activity, and Obesity plus local running and biking events are advertised via the website.

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### Department of Fish and Wildlife

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*Suggestion Number*      *Entry Date:*

201000230      Jul2010

*Suggestion:*      The Department of Fish & Wildlife (DFW) should provide direct deposit for travel expenditure reimbursements instead of mailing an actual check.

*Evaluation:*      Requires legislative change.  
By law, DFW can only suggest an employee sign up for direct deposit and cannot mandate the choice.

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### Department of Labor & Industries

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*Suggestion Number*      *Entry Date:*

201000227      Jul2010

*Suggestion:*      The Department of Labor & Industries (L&I) should discontinue sending out pending notices of payment unless there is going to be a problem with the reimbursement payment. If a pending payment notice is still sent, the font size should be reduced to save paper and a smaller mailing envelope should be used to reduce costs.

*Evaluation:*      Not a new idea. In February 2010, major changes were made to the remittance advice letters through the Medical Information Payment System (MIPS). They included reduction in font size used in documents to allow more printing on one page, printing through a duplexing printer which allows two-sided printing, and the use of revised barcoding which has allowed the use of a newer and much quicker sorting machine through mail services.

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### Department of Labor & Industries

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*Suggestion Number*      *Entry Date:*

201000257      Aug2010

*Suggestion:*      Labor and Industries (L&I) should stop mailing out safety/green job videos and produce them in-house making them available on-line at our website or YouTube.

*Evaluation:*      Not a new idea. The issue of placing safety videos on YouTube was discussed with L&I communications section on March 4, 2010. It was decided not to move forward with the idea. We currently have 2,663 videos in the library; fewer than 100 are public domain. Fifty of the public domain videos are already available online. Due to copyright and penalties, 2,500 safety videos cannot be placed on YouTube.

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**Department of Social & Health Services**

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*Suggestion Number*      *Entry Date:*

201000278      Aug2010

*Suggestion:*      When sending out translated care assessments, the Department of Social and Health Services (DSHS), Home & Community Services (HCS), should condense it to a simple basic check list of the client's personal care needs and the care provider's duties. This would cut down on the cost of translating the letters.

*Evaluation:*      The basic checklist (CARE Results and Service Summary) is already sent to the client and translated in the client's primary language. The CARE assessment details are shared only upon request by the client and must be provided in the person's primary language or in an alternative format for individuals with sensory disabilities according to state and federal statute.

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**Department of Social & Health Services**

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*Suggestion Number*      *Entry Date:*

200700197      Nov2007

*Suggestion:*      The Department of Social & Health Services (DSHS) should have an option on the Answer Phone system to order new Electronic Benefits Transfer (EBT) cards. This would help reduce the volume of calls, therefore also the wait time for calls for customers needing other assistance.

*Evaluation:*      DSHS is contracted with a third-party service, JPMorgan, to administer the EBT card system and they are the responsible party to issue replacement cards. The Answer Phone system is not capable of making a request on behalf of a client.

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**Department of Social & Health Services**

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*Suggestion Number*      *Entry Date:*

200800250      Jul2008

*Suggestion:*      The Department of Social and Health Services (DSHS), WorkFirst Program, should have the phone number field in the ACES system become a hard edit that has to be updated/obtained by anyone accessing the case before moving onto the address screen as many clients are not contacted quickly due to the phone either being disconnected or changed.

*Evaluation:*      Working phone numbers are not a condition of benefit eligibility. A hard edit on the ADDR screen requiring a phone number would be cumbersome on staff with little benefit. This would not prevent old and outdated phone numbers from being updated as a hard edit would only be able to be used for when the phone number field was left blank.



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### Department of Social & Health Services

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*Suggestion Number*      *Entry Date:*

200900394      Sep2009

*Suggestion:*      The Department of Social and Health Services (DSHS) should have Instructional/Educational video/audio tapes for clients and children playing on televisions at Community Service Offices instead of paying for cable.

*Evaluation:*      Not a new idea. Many Community Services Offices already provide this service as it is a decision left to local management. In addition, budget restrictions limit any audio/video purchases to those already existing in each office as there are not funds available to purchase more.

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### Department of Transportation

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*Suggestion Number*      *Entry Date:*

201000243      Jul2010

*Suggestion:*      The Department of Transportation (DOT) should use Google's free tool that allows views of state routes instead of installing SRview and SRweb on employee computers.

*Evaluation:*      While we appreciate this idea, there are various reasons it would not function well as a replacement for SRview and SRweb. Using Google's Street Maps tool would result in lower resolution imagery, limited (not full) coverage, collection methods, frequency, not being liked to our highway measures, and licensing concerns.

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### Department of Transportation

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*Suggestion Number*      *Entry Date:*

201000294      Aug2010

*Suggestion:*      The Department of Transportation (DOT) should use the suggester's timesheet/work schedule examples for entering the upcoming furlough days into the payroll system.

*Evaluation:*      Not a new idea. This idea has been in discussion since January 2010. It includes items that are mandatory subjects of bargaining which is currently underway as alternatives for implementation of temporary lay-off day's progress.

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### Printing Department

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*Suggestion Number*      *Entry Date:*

201000237      Jul2010

*Suggestion:*      The Department of Printing (PRT) should allow for a template to be saved when ordering business cards through the online ordering program.

*Evaluation:*      Not a new idea. Since 2009, PRT has been working to transition into a new online ordering system, MyPrint. MyPrint will incorporate many of the features customers have become accustomed to with online ordering and will provide efficiencies for both the customer and PRT.

## Washington State Patrol

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*Suggestion Number*      *Entry Date:*

201000217

Jul2010

*Suggestion:*      The Washington State Patrol (WSP) should offer a training course on sending documents via PDF transmission instead of faxing or mailing hard copies.

*Evaluation:*      While this suggestion has merit and WSP wishes to commend the employee for taking steps to gain efficiencies and reduce paper use in her work area, restrictions within WSP's electronic storage capacity and network speeds would require resources not currently available to implement the idea.